

ASSISTANCE AND SERVICES FOR DISASTER RECOVERY



*This publication distributed by:
Governor's Office of Emergency Services (Cal OES)
www.calema.ca.gov*

(For individuals who are deaf, hard of hearing, or speech-disabled, please call the California Relay Service at 711 and ask to be put in touch with the Governor's Office of Emergency Services at 916-845-8400.)

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EMERGENCY NEEDS REFERRALS

THE AMERICAN RED CROSS:

The American Red Cross (ARC) provides emergency food, clothing, shelter, and medical assistance to needy individuals and families. Contact the ARC at 1-800-RED CROSS (733-2767).

If you have been affected by a disaster, “SAFE and WELL” provides a way for you to register yourself as “safe and well.” From a list of standard messages, you can select those that you want to communicate to your family members, letting them know of your well-being. For more information, visit the website at: <http://www.redcross.org/safeandwell>

THE SALVATION ARMY:

The Salvation Army provides a variety of services including help with food, household needs, clothing and personal needs. For more information call 1-800-SALARMY (725-2769) or visit the website at: www.usw.salvationarmy.org/eds

ASSISTANCE PROGRAMS

CALWORKS:

CalWORKs provides cash aid to eligible needy California families to help pay for housing, food, and other necessary expenses. For more information call the Public Inquiry and Response (PIAR) Unit at 1-800-952-5253; TTY 1-800-952-8349 or visit the cash aid website at: <http://www.dss.cahwnet.gov/cdssweb/PG54.htm>

CRISIS COUNSELING:

Short-term counseling may be available for emotional or mental health problems caused by the impacts of a disaster. For more information, visit the website at: www.dmh.ca.gov or call 1-800-896-4042; TTY 1-800-896-2512.

CALFRESH PROGRAM:

If you have been affected by a disaster and are in need of food assistance due to a loss of income, you can apply for benefits through the CalFresh Program from your local county welfare/social services office. For more information call the Public Inquiry and Response (PIAR) Unit at 1-800-952-5253; TTY 1-800-952-8349 or visit the website at: www.calfresh.ca.gov

HEALTH INFORMATION:

For information on health concerns related to a disaster you can contact 916-650-6416 or visit the California Department of Public Health website at: <http://www.bepreparedcalifornia.ca.gov>

HEALTHY FAMILIES PROGRAM:

The Healthy Families Program (HFP) provides low-cost comprehensive health, dental and vision coverage to uninsured children and teens whose family income is too high to qualify for Medi-Cal. For a copy of the HFP Handbook & application, please call toll free 1-800-880-5305; TDD 1-800-735-2929 or visit the website at: <http://www.healthyfamilies.ca.gov>

MEDI-CAL HEALTH COVERAGE:

Medi-Cal is a public health insurance program that provides comprehensive medical, dental and vision care coverage to low-income individuals, including families with children, seniors, persons with disabilities, pregnant women and low-income people with specific diseases, such as tuberculosis, breast cancer or HIV/AIDS. For more information, contact your county welfare/social services department. To find your local office, visit the Web site at: <http://www.dhcs.ca.gov/services/med-cal/Pages/CountyOffices.aspx> or call 916-552-9200.

WOMEN, INFANTS, AND CHILDREN SUPPLEMENTAL NUTRITION PROGRAM:

The Woman, Infants, and Children (WIC) program helps low-to-moderate-income pregnant women, new mothers and their babies and young children to eat well and stay healthy. WIC provides:

- Special checks to buy healthy foods such as milk, juice, eggs, cheese, fruits, vegetables, baby foods and whole grains;
- Information about nutrition and health;
- Breastfeeding support and referrals to health care and community services.

For more information, call 1-888-942-9675 or visit the website at: <http://www.cdph.ca.gov/programs/wicworks/Pages/default.aspx> and click on “Find a Local WIC Agency” under Program Information.

SERVICES FOR SENIORS

The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with disabilities. You can locate an AAA in your area by calling 1-800-510-2020; TDD 1-800-735-2929 or visit the website at: http://www.aging.ca.gov/local_aaa/AAA_listing.asp

SOCIAL SECURITY ADMINISTRATION

For information on applying for social security benefits, survivor benefits, or if you need assistance in expediting the delivery of your check delayed by the disaster, contact the Social Security Administration (SSA) automated telephone services at 1-800-772-1213, or to speak to a representative, call between 7 a.m. and 7 p.m. EST Monday through Friday (TTY/TDD for hearing or speech impaired: 1-800-325-0778, between 7 a.m. and 7 p.m. EST Monday through Friday). Information and services can also be found on the website at: <http://www.socialsecurity.gov/emergency>

DEPARTMENT OF MOTOR VEHICLES

The California Department of Motor Vehicles (DMV) can respond to questions and provide the forms needed to assist individuals in replacing DMV documents, such as drivers licenses, identification cards, vehicle registration certificates and certificates of title, that were lost as a result of the disaster. Call 1-800-777-0133; TTY 1-800-368-4327; TDD 1-800-735-2929 or visit the website at: <http://www.dmv.ca.gov/>

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH – VITAL RECORDS

The California Department of Public Health (CDPH) is working with those who have lost vital records as a result of the disaster. Birth, death, and marriage records should be requested from the county recorder's office in the county where the event occurred (visit <http://www.cdph.ca.gov/certlic/birthdeathmar/Pages/CountyRecorderOffice.aspx> for a list of county recorders). Or you may call 916-445-2684; TTY 7-1-1 or 1-800-735-2929 or visit: <http://www.cdph.ca.gov/certlic/birthdeathmar/Pages/default.aspx>

INSURANCE & REBUILDING INFORMATION

CALIFORNIA DEPARTMENT OF INSURANCE:

The California Department of Insurance provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, etc. The Insurance Commissioner wants to make sure that the claim process moves as smoothly and as quickly as possible and that any underinsurance issues are investigated. If you are experiencing difficulty with the processing of your claim or wish to have an underinsurance issue investigated, contact the officers at the Department's Consumer Hotline at 1-800-927-HELP (4357); TDD 1-800-482-4833 for assistance. For additional information you may also wish to visit the Department's Web site at: www.insurance.ca.gov

CONTRACTORS STATE LICENSE BOARD:

The Contractors State License Board (CSLB) verifies contractor licenses, investigates complaints, and provides helpful information about hiring a licensed contractor. For information on hiring or filing a complaint regarding a contractor, disaster victims may call CSLB's Disaster Hotline M-F from 8 a.m. - 5 p.m. at 1-800-962- 1125, or the 24-hour automated telephone response system, 1-800-321-CSLB (2752). Licenses can also be checked online at: www.cslb.ca.gov or www.CheckTheLicenseFirst.com. You can also view a video, "Rebuilding After a Natural Disaster" on the CSLB Web site.

HOUSING AND COMMUNITY DEVELOPMENT:

The California Department of Housing and Community Development (HCD) can assist with manufactured housing questions including repairs, installations and/or registration and titling. For information on obtaining construction permits for manufactured homes or parks contact the Riverside Area Office at 951-782-4420 or the Sacramento Area Office at 916-255-2501. For information concerning Registration and Titling call 1-800-952-8356; TDD 1-800-735-2929 or visit the website at: www.hcd.ca.gov/codes/

EMPLOYMENT SERVICES

JOB SERVICES:

Job seekers and employers will find a wide variety of employment services offered by EDD and local partners at One-Stop Career Centers and EDD Workforce Services Offices throughout the state. Using these job search and training services, job seekers with a legal right to work in the U.S. can connect with thousands of available jobs through the automated system CalJOBS. For more information, call 1-800-758-0398 or visit EDD's website at: www.edd.ca.gov

UNEMPLOYMENT INSURANCE:

Provides weekly unemployment insurance payments for workers who lose their job through no fault of their own. If you are unemployed, or working less than full time, have a legal right to work in the United States, and are ready, willing, and able to work, you may be eligible to receive unemployment insurance benefits. Administered by the California Employment Development Department (EDD). English: 1-800-300-5616; Spanish: 1-800-326-8937; TTY: 1-800-815-9387. For more information, visit the website at: www.edd.ca.gov

VETERANS ASSISTANCE

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS:

If you have a California Department of Veterans Affairs (CALVET) loan and have suffered damage caused by a disaster, contact CALVET at 1-800-952-5626; TDD 1-800-324-5966.

U.S. DEPARTMENT OF VETERANS AFFAIRS:

If you need information regarding VA death benefits, pensions, insurance settlements, or other information related to VA, contact the Federal Department of Veterans Affairs (VA) at 1-800-827-1000 (TDD Telecommunications Device for the Deaf 1-800-829-4833), or visit their Inquiry Routing and Information System (IRIS) website at:

https://iris.custhelp.com/app/answers/detail/a_id/1703

TAX ADVICE AND ASSISTANCE

CALIFORNIA BOARD OF EQUALIZATION:

For questions regarding sales and use, property and special taxes, contact the Board of Equalization at 1-800-400-7115 (TTY: 1-800-735-2929) or visit the website at: www.boe.ca.gov

EMPLOYMENT DEVELOPMENT DEPARTMENT – ASSISTANCE FOR EMPLOYERS:

CA employers who are directly affected by a state of emergency may request up to a 60-day extension to file their state payroll reports and to deposit state payroll taxes with the Employment Development Department (EDD), without penalty or interest. For further information, call EDD Taxpayer Assistance Center at 1-888-745-3886; TTY 1-800-547-9565 or visit EDD's website at: www.edd.ca.gov

FRANCHISE TAX BOARD:

The Franchise Tax Board (FTB) provides guidance in obtaining tax relief for disaster casualty losses. Contact FTB at 1-800-852-5711 (TTY/TDD for hearing or speech impaired: 1-800-822-6268) or visit the website at: www.ftb.ca.gov

INTERNAL REVENUE SERVICE:

For information on Casualty, Disaster, and Theft Losses and other questions regarding Federal income and payroll taxes, visit the website at: <http://www.irs.gov/taxtopics/tc515.html> or contact the Internal Revenue Service (IRS) at 1-800-829-1040, (TTY: 1-800-829-4059).

SPECIAL FEE WAIVERS AND FILING EXTENSTIONS

As a result of a disaster, the Governor may issue an Executive Order that allows special fee waivers and filing extensions for replacing important government records (i.e., birth and death, certificates, identification cards, etc.). For information specific to this disaster, you may wish to contact the following departments for additional information: Department of Motor Vehicles, California Department of Public Health, Franchise Tax Board, and/or the Board of Equalization. Contact information for each of these departments is listed in this brochure.